



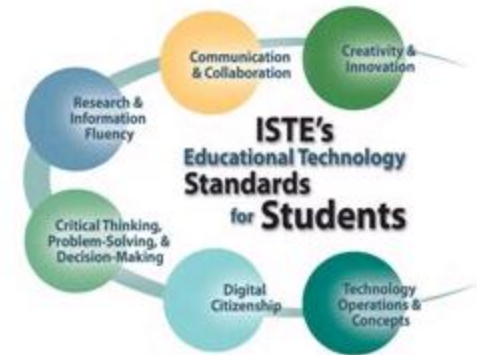
# STC Level I Training

# STC Training Topics

- ▶ Technology Standards
- ▶ Digital Resources
- ▶ Technology Integration
- ▶ Online Assessments
- ▶ Professional Development
- ▶ Asset Management
- ▶ Technology Communications



# Technology Standards



- ▶ Implement the National Educational Technology Standards for Students, Teachers, and Administrators to our schools.
- ▶ Create a Technology Plan for your school using the NETS as your guiding principles.

# District Digital Resources

Assist teachers with the implementation of the district curriculum, online learning communities, and professional growth tools

- ▶ [OnCourse](#)
- ▶ [Compass Odyssey](#) (Middle and High),
- ▶ [Gizmos](#) (select Elementary and all Middle Schools),
- ▶ [FCAT Explorer](#),
- ▶ [netTrekker](#)
- ▶ [How to Master](#)
- ▶ [Riverdeep Learning Village](#)
- ▶ [Destinations](#) (Elementary),
- ▶ other software and technology initiatives/programs that are applicable to your school.



# Technology Integration

- ▶ Work with the school leadership team to support the school's progress in integrating technology into instruction and develop a Technology Plan for your school.
- ▶ Develop a Technology Integration Team (TNT) to support and assist the technology hardware, software, and digital tools available to teachers.



# Online Assessments

- ▶ Assist teachers in analyzing school, class, and student data to develop appropriate improvement plans at all levels aligned with district expectations.
- ▶ Assist your school with our State and District Online Assessments: FAIR, the Progress Monitoring Assessments and EOCs.



# Professional Development

- ▶ Train new teachers on hardware orientation, network logon, AUP acceptance procedures and Internet policies and procedures.
- ▶ Attend training on software listed above and lead school-site technology professional development to build the capacity of teachers as directed by the school principal.
- ▶ Assist teachers with the completion of the Inventory of Teacher Technology Skills – ITTS.

# Technology Communication

- ▶ Share resource materials and information from STC meetings newsletters, and e-mail with faculty and principal.
- ▶ Oversee the development and maintenance of the school's web site and verify that it meets district content criteria and technical standards.



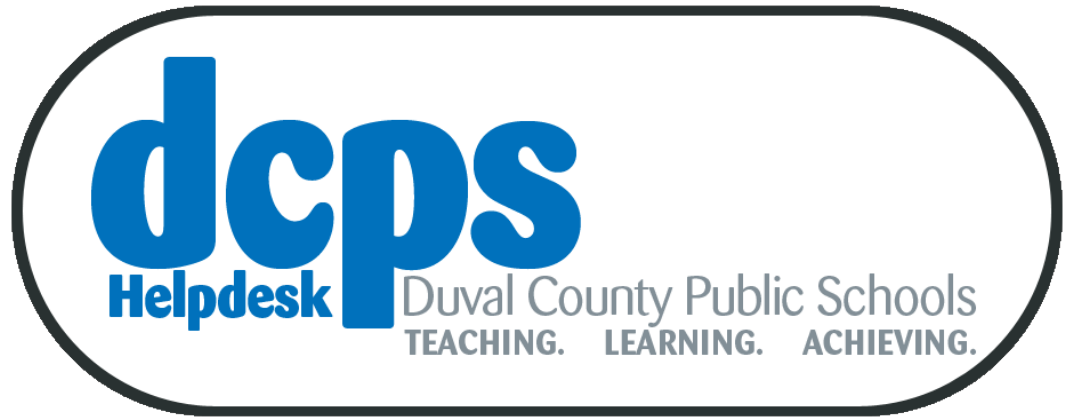
# Asset Management

- ▶ Perform basic trouble shooting and problem diagnosis before having work tickets called in with appropriate information.
- ▶ Maintain records of hardware and software inventory.
- ▶ Coordinate all Software and Hardware purchases with the School Technology Officer and the Instructional Technology Coordinator.
- ▶ Facilitate the completion of the School Technology Resources Survey.



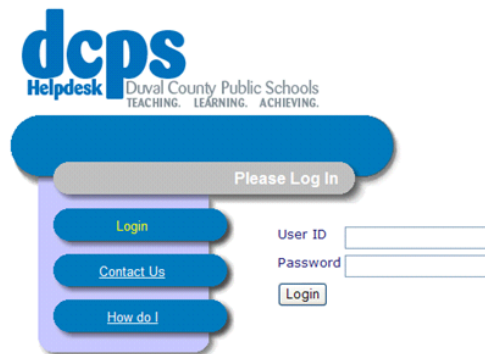
# Asset Management Tools

- ▶ Help Desk
- ▶ STC Resources
- ▶ Maintenance
- ▶ PC Support
- ▶ Printer Support
- ▶ Network Support
- ▶ Webmail Support
- ▶ Security Support



# Heat Self Service (HSS)

- ▶ Open Browser and enter [Helpdesk](#)
- ▶ HSS will automatically login with your current network login
- ▶ The login screen appears if there is an authentication error. Call Help Desk
- ▶ (348-5200) for assistance



# Heat Self Service

- ▶ **HSS Main Menu** – a list of tickets that were submitted.
- ▶ **New Issue**
  - Fill out necessary information and select submit.
- ▶ **Ticket Close**
  - At the HSS Main page
  - Select the Ticket number
  - Select “Add Note”
  - Add the information about the completion of the ticket and request close
  - Helpdesk will then close the ticket

The screenshot displays the DCPS Helpdesk interface. On the left is a sidebar menu with buttons: Home, Ticket Details, Search, View Issue, Account Information, Contact Us, Close All, and Logout. The main content area shows the details for ticket 00473021. At the top, there's a 'Add a note' button. Below it, a form for adding a note is visible, including fields for Login ID, First Name, Last Name, Email, and a large text area for the note. A 'Submit' button is at the bottom right of the form. Below the form, there's a section for 'Reference ID' with a 'Lookup Issue' button. At the bottom, there's an 'Add an attachment' section with fields for 'File to upload' and 'Description', and an 'Upload' button.

# STC Resources

- ▶ **Helpdesk HEAT Reports**  
**Technology Portal Reports**  
<https://dc2730msrs.dcps.duval.us/Reports/Pages/Folder.aspx?ItemPath=%2fTechnology+Portal+Reports>
- ▶ **DCPS Technology Portal**  
**Tech Portal**  
<https://web.dcps.duval.us/technology>
- ▶ **DCPS User-to-User Tech Forums**  
**Tech Forum**  
<http://www.duvalschools.us/>
- ▶ **Information Management**  
Type IM in your browser **IM**

# STC Resources

## ▶ OnCourse Support

- Information Management Portal  
Type in [IM](#) in your Browser
- DCPS Technology Portal  
Type in [technology](#) in your Browser
  - Select Principal Information
  - Select Instructional Technology

## ▶ Microsoft Software

- [SHI – Software House International](http://www.florida.shi.com/)  
<http://www.florida.shi.com/>
- Sole-source State Contract #255-001-01-1
- Quote *required* before purchase

## ▶ Software Review

- Search for already approved software:  
<http://dcpsweb.dcps.duval.us/standards/software/>
- Submit request for review/installation on a HEAT ticket

# Computer Maintenance

- ▶ Boot up and login to all computers weekly, including the ones in storage
  - Security patches are sent out at least once per month and update at boot up
  - Anti-virus updates at login
  - Computer accounts that do not renew with the DCPS network within 120 days are purged automatically
  - Renewal requires booting up while attached to the DCPS internal network – no login required
- ▶ Backups
  - data from local hard drives to another storage location (CD, Flash Drive, etc.)
  - Mail archives, My Documents, etc.
  - use the “cry” criteria – if it will make you cry to lose it, back it up



# PC Support

- ▶ **Power Problems** – PC will not boot up or monitor will not come on
  - Make sure everything is plugged in correctly.
  - Check for CD–Rom or USB device Remove and Reboot
  - UPS/Surge Protector may need to be reset.
    - Unplug everything first
    - Use reset function or – off, wait, –on
- ▶ **CMOS Error** – If the computer will not boot:  
On the Black screen will read that “CMOS settings have been changed and will need to be saved.” Press F1 to continue
  - Press F1 and see if it will continue boot sequence
  - If not, then submit support request with:
    - Asset Number (BPI)
    - Serial Number
    - Computer Name

# Printer Support

## ▶ Local vs Network

- Local Printer: A printer that is directly / physically connected to the workstation
- Network Printer: A printer that is connected by the network
  - Ethernet
  - Wireless
  - Local Area Network (LAN)
  - Wide Area Network (WAN)

# Network Printer

## XP Client – Part 1



- ▶ Sign on to workstation
- ▶ Click Start, Printers and Faxes, Add a Printer, Next
- ▶ Click on Local Printer, and Uncheck Automatically detect and install my Plug and Play printer, Next
- ▶ Select Create a new port, choose Local Port, Next
- ▶ In "Enter a Port Name" field, enter  
\\<Servername>\<printerqueue> ex.  
(\\MS3211MCORE01\CP32112H10D5

# Network Printer XP Client – Part 2



- ▶ Click OK
- ▶ Choose Manufacturer: Lexmark
- ▶ Choose Printer: Lexmark E460DN
- ▶ Click Next
- ▶ Keep existing driver (recommended)
- ▶ Click Next (If there is no existing driver, use this directory from the CD:  
:\Drivers\Print\Win\_2kXP\i386

# Network Printer XP Client – Part 3



- ▶ Note Printer Name
- ▶ Click Yes to use as default printer
- ▶ Click Next
- ▶ Click Next at “Do not share this printer”
- ▶ Click Yes to print a test page
- ▶ Click Next
- ▶ Click Finish

# Trouble Shooting Printers

- ▶ Not connected or failed to communicate.
- ▶ Check physical cables for a Local Printer
- ▶ Check that Local printer is turned on
- ▶ Check Network Printer is turned on
- ▶ Check Network Printer cables are still connected

# Trouble Shooting Printers

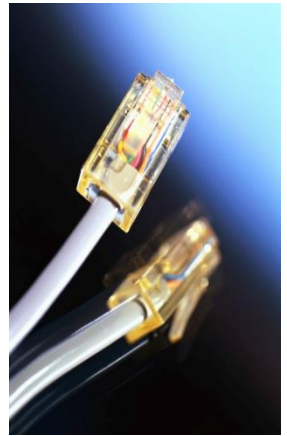
- ▶ Can anyone else print to the Network printer? The wrong printer might be set as default
- ▶ Start>Printers and Faxes
- ▶ View list and ensure that correct printer has check beside it
- ▶ Clearing the Print Queue
  - Check for Printer icon in System Tray and double click OR Start\Printers double click the printer in use
  - Under the Printer Menu choose:  
**Cancel all Documents**



# Network Support

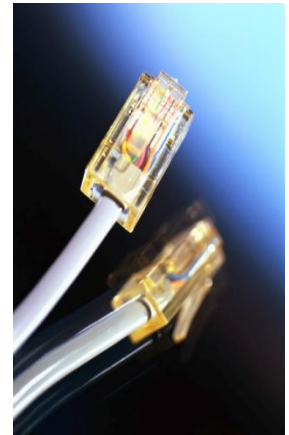
## No Login Part 1

- ▶ Invalid username or password
  - Verify correct username
  - Verify domain is DCPS (may need to turn on options)
  - Make sure capslock is not on
  - Not Joined to the Domain
- ▶ Shaking Screen
  - R500 Laptop – Update Drivers
  - Other machines – Try in another power outlet if possible
  - Submit repair request



# Network Support

## No Login Part 2



- ▶ Not Joined to the Domain
  - Prevent this from happening by connecting machine to DCPS network at least once every 120 days (preferably once per month)
  - Single machine: call helpdesk for remote assistance
  - Multiple machines: Coordinate with field technician for rejoins

# WebMail Support

<https://webmail.duvalschools.org/>

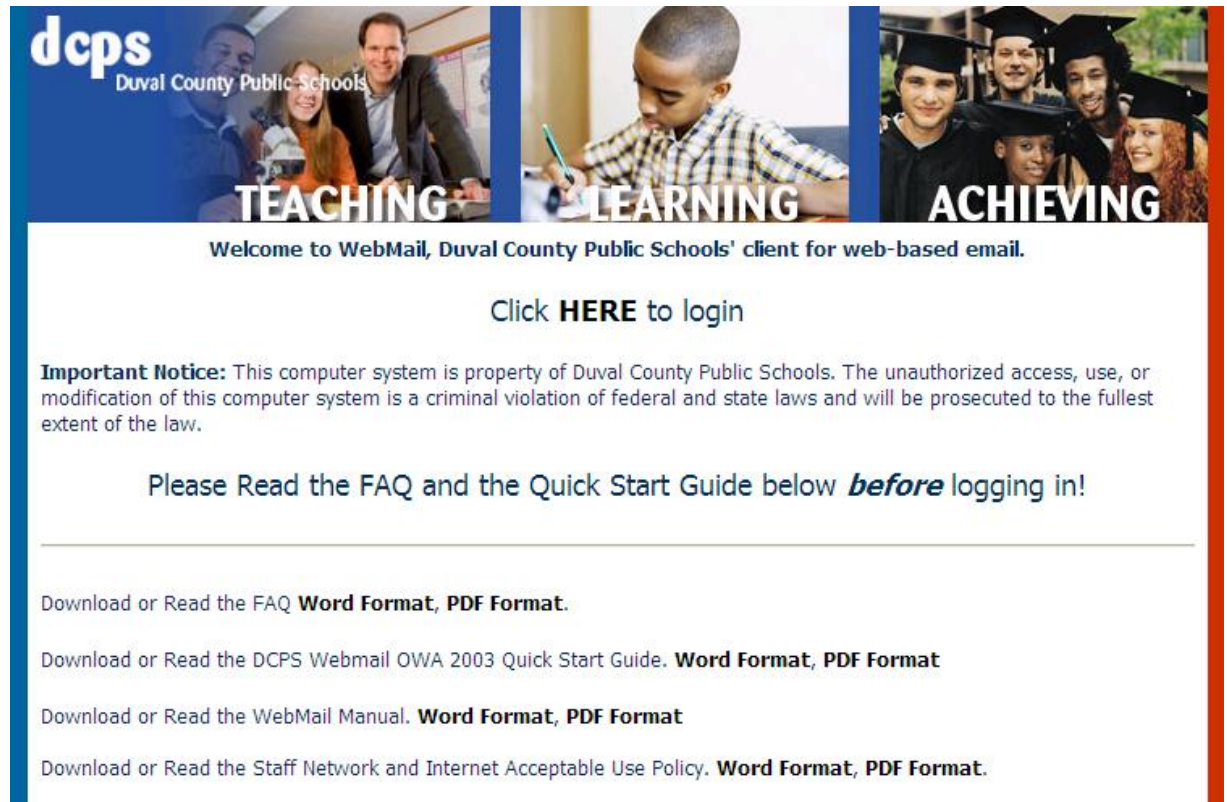
Distribution List

Calendar

Appointments

Cleaning your webmail

Signature



The image shows the DCPS WebMail login page. At the top, there is a banner with three photos: a teacher and students, a student writing, and graduates. Below the banner, the text reads 'Welcome to WebMail, Duval County Public Schools' client for web-based email.' and 'Click **HERE** to login'. An 'Important Notice' follows, stating that unauthorized access is a criminal violation. Below this, a message says 'Please Read the FAQ and the Quick Start Guide below *before* logging in!'. At the bottom, there are four links to download or read various guides and policies in Word or PDF format.

**dcps**  
Duval County Public Schools

**TEACHING** **LEARNING** **ACHIEVING**

Welcome to WebMail, Duval County Public Schools' client for web-based email.

Click **HERE** to login

**Important Notice:** This computer system is property of Duval County Public Schools. The unauthorized access, use, or modification of this computer system is a criminal violation of federal and state laws and will be prosecuted to the fullest extent of the law.

Please Read the FAQ and the Quick Start Guide below *before* logging in!

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Download or Read the FAQ **Word Format**, **PDF Format**.

Download or Read the DCPS Webmail OWA 2003 Quick Start Guide. **Word Format**, **PDF Format**

Download or Read the WebMail Manual. **Word Format**, **PDF Format**

Download or Read the Staff Network and Internet Acceptable Use Policy. **Word Format**, **PDF Format**.

# Security Support AUP

## AUP– Acceptable Use Policy

- ▶ Establish webmail or to reset your password
- ▶ Type AUP in your browser
- ▶ Enter your information on the following screen
- ▶ Click on Validate User

Duval County Public Schools Network & Email  
Acceptable Use Policy

The screenshot shows a web form for validating user information. It includes three input fields: 'Last Name:', '\* User ID:', and 'D.O.B.:'. The 'D.O.B.' field is split into three sub-fields labeled 'mm', 'dd', and 'yyyy'. Below these fields is a 'Validate User' button. At the bottom, a note states: '\* Use your 8 digit employee number with leading zeros'.

Last Name:	<input type="text"/>
* User ID:	<input type="text"/>
D.O.B.:	<input type="text" value="mm"/> <input type="text" value="dd"/> <input type="text" value="yyyy"/>
<input type="button" value="Validate User"/>	
<small>* Use your 8 digit employee number with leading zeros</small>	

# Security Support AUP

- ▶ If you have not yet signed the AUP and selected a secret question/answer, the following screen will come up. If you have, skip to the next page.
- ▶ Read the DCPS Staff Network and Internet Acceptable Use and Security Policy
- ▶ Click the check box to verify that you accept and agree to its Terms and Conditions.
- ▶ Click the Submit AUP button

The screenshot shows a web browser window displaying the 'Duval County Public Schools Network & Email Acceptable Use Policy'. The page has a purple header bar with the title. Below the header, a yellow box contains the text 'Please accept the user agreement below:'. The main content area is titled 'The Duval County Public Schools Staff Network and Internet Acceptable Use and Security Policy and Guidelines'. It contains three paragraphs of text explaining the policy's scope and requirements. At the bottom, there is a yellow box with the text 'I agree to the above terms and conditions:' followed by a checked checkbox and a 'Submit AUP' button.

**Duval County Public Schools Network & Email  
Acceptable Use Policy**

Please accept the user agreement below:

**The Duval County Public Schools Staff Network and Internet Acceptable Use and Security Policy and Guidelines**

This policy applies to all employees including contractors, consultants, temporary employees, part-time employees, as well as those who represent themselves as being connected in one way or another with the District, who use District computing resources or access the Internet with the district's computing or networking resources,

In order to gain access to the computers, the network and the Internet, staff members must have executed electronic approval or signed a copy of the Staff Network and Internet Acceptable Use and Security Agreement form. Building principals and administrators are responsible for ensuring that staff is trained so that network users under their supervision are knowledgeable about this policy and District guidelines, procedures and controls.

The Duval County Public Schools expect that all staff using the computer technology including network and the Internet services it provides will:

I agree to the above terms and conditions: ☒

**Submit AUP**

# Security Support AUP

- ▶ Create your secret question and answer if this has not already been done in the past; otherwise, skip to, “Type in your answer” on the next page.
- ▶ Click Questions List to choose a question
- ▶ Type in your answer, then select the Click Here button.
- ▶ Note: Answers are case sensitive! This means if you enter your favorite pet’s name as **Rover**, and when asked later for your answer you respond with **rover**, it will be marked as incorrect
- ▶ Your new random password will be displayed.
- ▶ Click on the “Click Here” button

The screenshot shows a web page titled "Duval County Public Schools Network & Email Acceptable Use Policy". Below the title is a form for setting up a secret question. The form has two input fields: "Secret Question" and "Secret Answer". The "Secret Question" field contains the text "Favorite pet's name?". Below the "Secret Answer" field is a button labeled "Click Here". To the right of the main form is a smaller pop-up window titled "Select a Secret Question." which contains a dropdown menu with "Favorite pet's name?" selected and a "Close" button.

# Security Support AUP

Duval County Public Schools Network & Email  
Acceptable Use Policy

Remaining time

**Your agreement to the acceptable use policy has been saved. Thank you.  
This page will automatically close in 90 seconds .  
Please write down your Login ID and password.**

User Login	Password
wynellem	Jp0D



# Security Support

- ▶ **NETWORK ACCESS RIGHTS:**

- ▶
- ▶ **Students and anyone not authenticated or unknown on our network:**
- ▶ Do not have access to YouTube, Google videos, or iTunes.
- ▶ Have their search terms filtered.
- ▶ Automatically have their internet access revoked for one hour if they attempt to bypass the content filter using proxies.

- ▶
- ▶ **Teachers:**

- ▶ Have access to YouTube, Google videos, and iTunes, and some blogging sites.
- ▶ Don't have their search terms filtered.

- ▶
- ▶ **Staff:**

- ▶ Have all the access teachers do and access to outside web based email.

- ▶
- ▶ **Principals and SRO's:**

- ▶ Have access to everything a teacher and staff member has access to.
- ▶ Have access to the social networking sites like MySpace and Facebook.

# Security Support

- ▶ Teachers and staff members are **only allowed to email students and parents with their DCPS email account**, they are not allowed to communicate with students or parents over private email systems like Gmail, Bellsouth or Comcast.
- ▶ There are **no student internet permission forms this year**, only an **opt out form** for parents who **do not want their child to use the internet**.
- ▶ Students are not allowed to take photos or videos of other students or staff unless it is a public event like a football game.
- ▶ Different groups have different internet profiles. Teachers should not logon for students. Don't let a student use a teacher laptop or admin computer. Students are only allowed to use student computers. This applies to their own children as well.

# Security Support

- ▶ **New Student Passwords:** To comply with audit requirements for password complexity in the DCPS domain, we need to change student passwords in the 9/10 school year.
- ▶ The new student password policy is the first Letter of a student's legal name upper case (John Smith = J), the 2 digit birthday (01–09), the first letter of the last name lower case (John Smith = s), and the last 4 digits of the student's social security number (2345) or J09s2345. Passwords will be set automatically for all students by the Technology Division. Students should begin using their new passwords when school starts.

# STC Training Review

- ▶ Technology Standards
  - ▶ Online Curriculum  
Technology Integration
  - ▶ Online Assessments
  - ▶ Professional Development
  - ▶ Technology Communication
  - ▶ Asset Management
- 
- ▶ Questions
  - ▶ Next Steps

